

September 17, 2014

A word about our new-look website

Q: *I tried to apply for a U.S. visa and the website looks different. What's new and how should I use it?*

We changed our system for accepting visa appointments as of September 2, 2014. We hope the new program will be easier for everyone!

Our new system starts at this website: <https://jamaica.usvisa-info.com>. The new website works best with Chrome, Firefox or Safari browsers.

When you access the site for the first time, you will be asked to create a user account. You must have an email address to create your account. Follow the directions on the website in order to create the account. Be prepared to provide your passport number, date of birth, nationality, and the type of visa appointment you would like to schedule. After creating your account, you will be able to select how you'd like documents delivered to you after the interview, make payment for the application fee and schedule your interview.

We hope the new website will be simple to use. But if you find you're having problems, call (876) 632-7400 from Jamaica, or (703) 439-2360 from the U.S. You can call this number to register by phone, ask questions, or track the status of your delivery.

If you already made your appointment under the old system, you are all set and the new system won't affect you at all. However, if you need to make changes of any sort to your appointment information, then you will need to create a new account on our new system. You will be asked to provide your passport number, date of birth, nationality, and an email address in order to register. The information from the previous system will then be transferred into the new one. We've heard from some applicants who registered before September 2 that they cannot remember the email address they used to register. It's not required to give the same email address – just put a current email address that you can access. We'll use this email address to advise you of any further appointments or when documents are ready to be collected from DHL.

Q: *I applied for a visa, went for the interview and the officer asked me to bring in more information and schedule a new appointment. What do I do?*

If you applied for a visa before September 2, you were given instructions on how to schedule a new interview or submit new information. Visit the new website, <https://jamaica.usvisa-info.com>, to access your registration and take action. However, if you're having issues, the information you were given at the interview (contacting our call center at 876-632-7400) will also still work.

If you applied for a visa after September 2, we will contact you within 1-2 business days using the email address you registered with to advise you of a new appointment or how to send further information via DHL. Either way, you will use the new system to take these follow-up actions. Please check your email!

Q: I went to the website and all of the information looks like it's for nonimmigrant visa applications. If I am an applicant for an *immigrant* visa, how do I schedule my appointment?

You can visit the Immigrant Visa website here: <https://ais.usvisa-info.com/en-jm/iv>. However if you find yourself on the NIV side of the site, you can navigate to the IV side by clicking on the button that says "IV" at the bottom right-hand corner of the website. You can also click on the "Immigrant Visa" link under the Help section. Follow the steps outlined above to take action on your application.

You can find more information about how to travel to the U.S. on our website, www.kingston.usembassy.gov. Keep on top of Embassy news on our Facebook page, <https://www.facebook.com/pages/US-Embassy-Jamaica> and by following @USEmbassyJA on Twitter. We also answer general visa questions on our Facebook and Twitter pages.